



BODY LANGUAGE: NON-VERBAL COMMUNICATION

Body Language Training is one of our most popular workshops. Positive body language spreads a positive demeanour. A body language in-house course works best for your teams. And please consider this body language in-house workshop for people who take incoming calls. Believe it or not, that poor body language signal gets picked up by the caller (even though the caller can't see the poor body language!)

This breakthrough body language training course is highly recommended if you have regular face-to-face communication with customers/clients, direct reports, peers and/or managers. It is critical to understand how people interpret messages through non-verbal cues.

KEY COURSE CONTENT

- Evaluate body language
- Identify micro expressions and signs of distress
- Evaluate gestures and context
- Be alert for signs of contradiction
- Recognise how the brain uses heuristics to form judgments quickly
- Have an understanding of eye movement
- Contrast different communication styles
- Critique Malcolm Gladwell's findings in "Blink"
- Practice mirroring techniques
- Analyse the cues the professionals use to uncover deceit and untruths
- Demonstrate congruency in your communication style
- Analyse real life body tapes
- Pinpoint behaviours that distort the intended message
- Portray a positive message



Target Audience

Leaders, managers, team leaders, and employees



Duration

Available as a full-day or half-day course



Delivery

Available in-person at your organisation/venue, or virtual



Group Size

Recommended 4 to 10 participants



Takeaways & Resources

Participants receive a certificate of completion (including Continuous Professional Development hours) and opt for a free follow-up refresher course with the original trainer

GET A QUICK QUOTE

Let us know if you'd like a free, no-obligation quote for your organisation

